

« StrategicPlan « Name **STRATEGIC PLAN Fiscal Year 2014 - 2018** Name »

« Description GSA developed this strategic plan using information from comprehensive top-to-bottom reviews of all program activities in FY 2012, the continuous top-to-bottom review process conducted throughout FY 2013, and analyzing data in the areas of real property, acquisition, aviation and motor vehicle fleet, travel, transportation, mail, regulatory activity and acquisition workforce. Description »

« OtherInformation Program evaluation is one of the mandatory elements of the Government Performance and Results Act of 1993 (GPRA) and the GPRA Modernization Act of 2010. These statutes call for agencies to: use program evaluations to assess the manner and extent to which their programs achieve intended objectives; include a summary of the findings of program evaluations completed in their Performance and Accountability Reports with a notation if no evaluations were completed; and present a schedule for future program evaluations in Strategic Plans. GSA will continue to perform regular, data-driven reviews to guide decisions and actions to improve performance outcomes and reduce costs. OtherInformation »

« StrategicPlanCore « Organization « Name *General Services Administration* Name »

« Acronym GSA Acronym »

« Identifier 8f748d10-a65d-46bb-9f16-9a028933f03d Identifier »

« Description The U.S. General Services Administration (GSA) provides the spaces, services, and goods required to operate the Federal Government. We provide workplaces by constructing, managing, and preserving government buildings and by leasing and managing commercial real estate. Our acquisition solutions offer private sector professional services, equipment, supplies, telecommunications, and information technology to government organizations and the military. Our policies promote management best practices and efficient government operations. GSA has an annual business volume of over \$60 billion, manages over 205 thousand fleet vehicles, and manages a building portfolio, which includes 9,011 owned or leased assets, more than 378 million rentable square feet of workspace, and 471 historic properties. We have a continuing commitment to our federal customers and the American public to provide services in the most cost-effective manner possible, and we deliver on this promise by steadily improving organizational performance. At a time when budgets are shrinking across the federal government, we are providing the value that our partner agencies need so that they can focus their resources on fulfilling their own important missions to the American people. Description »

« Name Click here to enter text. Name »

« Stakeholder

« Description Click here to enter text. Description » Stakeholder »

« Stakeholder « Name Federal Acquisition Service (FAS) Name »

« Description FAS provides federal agencies over 11 million different products and services, and annually delivers over \$54 billion in information technology solutions and telecommunications services, assisted acquisition services, travel and transportation management solutions, motor vehicles and fleet services, and charge card services. FAS manages over 205 thousand leased vehicles, more than 3.5 million charge cards, and provides personal property disposal services facilitating the reuse of \$1 billion in excess/surplus property annually. FAS leverages the buying power of the federal government by negotiating prices on many products and services required by federal agencies for daily operations. By arranging a network of service providers, FAS is able

to meet the operating and mission requirements of a vast array of federal agencies and state, local, and tribal governments. [Description »](#) [Stakeholder »](#)

[« Stakeholder](#) [« Name](#) Public Buildings Service (PBS) [Name »](#)

[« Description](#) PBS activities fall into two broad areas: workspace acquisition and property management. PBS acquires space on behalf of the federal government through new construction and leasing, and acts as a caretaker for federal properties across the country. As the largest public real estate organization in the United States, PBS owns or leases 9,011 assets and maintains an inventory of more than 378 million square feet of rentable workspace for 1.1 million federal employees. Within this inventory, PBS has 647 owned and leased historic properties. PBS provides high quality facility and workspace solutions to more than 60 federal agencies, disposes of excess or unneeded federal properties, and promotes the adoption of innovative workplace solutions and technologies. Through lease and purchase transactions, PBS delivers the workspace necessary to meet the respective missions of its federal customers. PBS is working with its federal customers to design the workplace of the 21st Century, seeking to reduce overall workspace needs and associated costs. These services are also coordinated to obtain the best available pricing. [Description »](#) [Stakeholder »](#)

[« Stakeholder](#) [« Name](#) Office of Citizen Services and Innovative Technology (OCSIT) [Name »](#)

[« Description](#) OCSIT makes federal government information and services more readily available to the public, and makes it easier for the public to conduct transactions with the federal government. OCSIT also identifies, tests and deploys innovative technologies for the government to provide shared, transparent and cost effective means to disseminate information and conduct business. OCSIT provides access to a wide range of government services as well as consumer protection information through the official web portals of the federal government, USA.gov and GobiernoUSA.gov. OCSIT works closely with other government agencies – federal, state, local, and international – to collect and consolidate information and make it available to the public, sharing experiences that lead to better solutions. [Description »](#) [Stakeholder »](#)

[« Stakeholder](#) [« Name](#) Office of Government-wide Policy (OGP) [Name »](#)

[« Description](#) OGP uses policies, information and ideas to drive efficiency and savings in the agencies across key administrative areas: including travel and transportation, acquisition, information technology, and green buildings. OGP helps drive agency behavior in these administrative areas through the development of government-wide policy-making, performance standards, analysis and benchmarking of data, and regular reporting to the agencies and key stakeholders. [Description »](#) [Stakeholder »](#)

[« Stakeholder](#) [« Name](#) GSA Staff Offices [Name »](#)

[« Description](#) The GSA staff offices support the enterprise. They ensure GSA is prepared to meet the needs of customers, on a day-to-day basis and in crisis situations. GSA has two independent staff offices (Office of the Inspector General, Civilian Board of Contract Appeals), and ten GSA staff offices (Office of Administrative Services, Office of Congressional and Intergovernmental Affairs, Office of the Chief Financial Officer, Office of the Chief Information Officer, Office of Human Resource Management, Office of General Counsel, Office of Mission Assurance, Office of Communications and Marketing, Office of Civil Rights and the Office of Small Business Utilization). [Description »](#) [Stakeholder »](#)

[« Stakeholder](#) [« Name](#) GSA Stakeholders [Name »](#)

« Description Stakeholder Engagement -- GSA engaged key stakeholders in the development of this plan. These stakeholders include customers, suppliers, executive councils, and the Office of Management and Budget. Both federal and non-federal stakeholders were consulted when developing and formulating goals. Through activities like the Top to Bottom Review, the Great Ideas Hunt, and numerous town hall meetings, people at every level of GSA provided input about how we can be more efficient and effective. We conducted strategic visioning sessions, which included external stakeholders to define the future state of the agency, and published our draft Strategic Plan on our website and requested comments from stakeholders: including Congressional stakeholders and the American public. All comments received were considered when finalizing this plan and updating our internal processes for planning and performance management. » Description » Stakeholder »

« Stakeholder « Name GSA Customers Name » Stakeholder »

« Description Click here to enter text. » Description »

« Stakeholder « Name Federal Suppliers Name » Stakeholder »

« Description Click here to enter text. » Description »

« Stakeholder « Name Federal Executive Councils Name » Stakeholder »

« Description Click here to enter text. » Description »

Stakeholder « Name Office of Management and Budget Name » Stakeholder » Organization »

« Description Click here to enter text. » Description »

« Vision « Description Providing government with the services and resources it needs to accomplish its work as effectively and efficiently as possible » Description »

« Identifier _4745f6b0-4393-11e4-bf9b-b8e22d61dbbf Identifier » Vision »

« Mission « Description Deliver the best value in real estate, acquisition, and technology services to government and the American people » Description »

« Identifier _4745f8b8-4393-11e4-bf9b-b8e22d61dbbf Identifier » Mission »

« Value « Name Integrity Name » Value »

« Description Click here to enter text. » Description »

« Value « Name Transparency Name » Value »

« Description Click here to enter text. » Description »

« Value « Name Teamwork Name » Value »

« Description Click here to enter text. » Description »

« Goal « Name Strategic Sourcing Name »

« Description Generate savings through Federal Strategic Sourcing Initiative » Description »

« Identifier _4745f99e-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator Priority Goal 1 » SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation By September 30, 2015, GSA will save \$255 million (\$111 million during FY 2014 and \$144 million during FY 2015) through the use of the Federal Strategic Sourcing Initiative (FSSI). Federal agencies purchase over \$500 billion of goods and services annually. A key vehicle used by GSA, and other top purchasing federal government agencies, to promote cost savings, improve management visibility and adoption of best practices, has been the Federal Strategic Sourcing Initiative. Established in FY 2005, FSSI is designed to improve government management of commonly purchased goods and services. FSSI provides customers with significant savings, decreases administrative redundancy, and improves business intelligence while meeting or exceeding small business and sustainability goals. Strategies: GSA is focused on informing customers of the benefits of using FSSI solutions, including savings opportunities, the ability to help meet socioeconomic goals and improved operating efficiencies. GSA is actively engaged in coordinated efforts to educate agencies regarding the benefits of FSSI solutions. In addition to increasing adoption, GSA will focus on generating savings by: OtherInformation »

« Objective « Name Prices Name »

« Description Leveraging information available through data sources to negotiate better prices Description »

« Identifier 4745fa70-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator PG Strategy 1.1 SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name Spending Patterns Name »

« Description Critically analyzing spending patterns to enhance business intelligence while applying this intelligence to FSSI initiatives within GSA Description »

« Identifier 4745fbce-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator PG Strategy 1.2 SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name BPR Name »

« Description Reengineering business processes to identify operational efficiencies that will reduce costs to agencies Description »

« Identifier 4745fca0-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator **PG Strategy 1.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Information Sharing** Name »

« Description Sharing information, such as prices paid under FSSI and other federal contracts to increase savings opportunities Description »

« Identifier 4745fd72-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator **PG Strategy 1.4** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Best Practices** Name »

« Description Increasing adoption of industry and government agency best practices Description »

« Identifier 4745fe58-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator **PG Strategy 1.5** SequenceIndicator »

« Name Click here to enter text. Name » Objective »

Description Click here to enter text. Description Stakeholder Click here to enter text. Stakeholder Goal »

« OtherInformation Click here to enter text. OtherInformation »

« Goal « Name **Federal Footprint** Name »

« Description Reduce the federal footprint Description »

« Identifier 4745ff2a-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator **Priority Goal 2** SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation By September 30, 2015, GSA will reduce the aggregate amount of leased space by 5 percent for replacement leases. GSA will also work with agencies to complete a total of 15 client portfolio plans (three new plans each year) to identify opportunities for agencies to

optimize their real estate portfolios. GSA is leading efforts to improve asset utilization, reduce agency space requirements, effectively manage real property, and pursue innovative proposals to leverage resources. We will work with agencies to increase office space utilization, which will minimize operations, maintenance and investment costs. GSA's efforts will assist the Federal Government in reducing its real estate footprint and generating savings for the American public.

Objective Name **Leased Space** Name

Description Reduce the amount of leased space in our inventory Description

Identifier 4745fffc-4393-11e4-bf9b-b8e22d61dbbf Identifier

SequenceIndicator **PG Strategy 2.1** SequenceIndicator

Name Click here to enter text. Name

Stakeholder

Description Click here to enter text. Description Stakeholder

OtherInformation Strategies: In order to accomplish our goal to reduce the federal footprint, GSA is aggressively working to reduce the amount of leased space in our inventory, since leased space is more costly than government-owned space. GSA will propose space reduction and consolidation options as tenant agencies require new or replacement leases.

Objective Name **Requirements & Space Utilization** Name

Description Reduce agency requirements and implement new and innovative workplace strategies that maximize space utilization Description

Identifier 474600ec-4393-11e4-bf9b-b8e22d61dbbf Identifier

SequenceIndicator **PG Strategy 2.2** SequenceIndicator

Name Click here to enter text. Name

Stakeholder

Description Click here to enter text. Description Stakeholder

OtherInformation We will work with agencies to reduce their requirements and implement new and innovative workplace strategies that maximize space utilization.

Objective Name **Client Portfolio Plans** Name

Description Develop new client portfolio plans and update existing plans to identify and implement opportunities for customers to reduce space in leased and government owned buildings.

Identifier 474601d2-4393-11e4-bf9b-b8e22d61dbbf Identifier

SequenceIndicator **PG Strategy 2.3** SequenceIndicator

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation GSA will also continue developing new client portfolio plans and update existing plans to identify and implement opportunities for customers to reduce space in leased and government owned buildings. Through these plans, GSA assesses agencies' current real estate portfolio and develops action plans to increase asset utilization, as funding is available. OtherInformation » Objective »

« Objective « Name **Local Portfolio Plans** Name »

« Description Develop and utilize local portfolio plans and leverage market opportunities to help our customers consolidate and reduce real estate costs Description »

« Identifier 474602ae-4393-11e4-bf9b-b8e22d61dbbf Identifier »

« SequenceIndicator **PG Strategy 2.4** SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation GSA also works with agencies without a client portfolio plan to reduce their space. We develop and utilize local portfolio plans and leverage market opportunities to help our customers consolidate and reduce real estate costs. Through these strategies and initiatives, GSA is helping the Government reduce the federal footprint and save customer agencies money. Customers are looking for ways to consolidate space and minimize costs in this current budget climate and GSA is helping them achieve this goal by offering innovative solutions and technologies to reduce and optimize space. OtherInformation » Objective » Goal »

« Goal « Name **Savings** Name »

« Description Provide savings to federal departments and agencies Description »

« Identifier 23588576-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Goal 1** SequenceIndicator »

« Stakeholder « Name **Federal Departments** Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name **Federal Agencies** Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will strengthen federal capabilities to leverage the purchasing power of the government to offer the most cost-effective solutions. Two areas of focus will be improving federal utilization of space and increasing savings through strategic sourcing. GSA will continue to promote cost savings through the sustainable usage of space, travel, fleet, technology and

resources. GSA will also continue to test new technologies, workplaces, and other solutions, and share the best practices with other agencies to generate savings.

Objective Contracting

Description Deliver contracting solutions to generate customer savings

Identifier 235889f4-6790-11e4-a990-3cdd5e6b05ae

SequenceIndicator Strategic Objective 1.1

Stakeholder GSA Programs

Description Contributing Programs:

Stakeholder GSA Assisted Acquisition Program

Description Click here to enter text.

Stakeholder GSA Electronic Government Program

Description Click here to enter text.

Stakeholder GSA General Supplies and Services Program

Description Click here to enter text.

Stakeholder GSA Integrated Award Environment Program

Description Click here to enter text.

Stakeholder GSA Integrated Technology Services Program

Description Click here to enter text.

Stakeholder GSA Rental of Space Program

Description Click here to enter text.

Stakeholder GSA Travel, Motor Vehicle and Card Services Program

Description Click here to enter text.

OtherInformation GSA will effectively leverage existing, and develop new, federal strategic sourcing initiatives to provide competitively priced solutions to drive savings in technology, real property and other acquisitions throughout the federal government. Through these solutions, GSA will be able to leverage government-wide business volume for better pricing, and standardize contracting terms and conditions in order to reduce the cost of purchasing across government... Key Performance Goals: * Generate savings through Federal Strategic Sourcing Initiatives * Reduce the Global Supply blended markup * Procure lease space at below industry market rates * Realize savings through Integrated Technology Service solutions

Objective Strategic Sourcing

« Description Continue to assess government purchasing and supply markets to develop federal strategic sourcing initiatives that provide our customers with services and equipment, at an excellent value, from suitable suppliers using standard solution pricing menus. » Description »

« Identifier _23588b8e-6790-11e4-a990-3cdd5e6b05ae » Identifier »

« SequenceIndicator **SO Strategy 1.1.1** » SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. » Description » Objective »

« OtherInformation Click here to enter text. » OtherInformation »

« Objective « Name **Standard Solutions & Pricing** » Name »

« Description Use standard solutions and pricing with qualified suppliers to make it easier for agencies to meet their acquisition needs with minimal administrative demands, and, in turn, allow agencies to focus their time and resources towards their core mission-critical operations. » Description »

« Identifier _23588cd8-6790-11e4-a990-3cdd5e6b05ae » Identifier »

« SequenceIndicator **SO Strategy 1.1.2** » SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. » Description » Objective »

« OtherInformation Click here to enter text. » OtherInformation »

« Objective « Name **Strategic Sourcing** » Name »

« Description Promote the use of strategic sourcing solutions by our customers and work with federal partners and industry to develop solutions for a broader array of products and services. » Description »

« Identifier _23588e2c-6790-11e4-a990-3cdd5e6b05ae » Identifier »

« SequenceIndicator **SO Strategy 1.1.3** » SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. » Description » Objective »

« OtherInformation Click here to enter text. » OtherInformation »

« Objective « Name **Operating Costs** » Name »

« Description Reduce the operating costs for providing supplies to customers, which in turn will lead to customer savings. » Description »

« Identifier _23588f6c-6790-11e4-a990-3cdd5e6b05ae » Identifier »

« SequenceIndicator **SO Strategy 1.1.4** » SequenceIndicator »

Name [Click here to enter text.](#) Name Stakeholder [Click here to enter text.](#) Stakeholder

« Description [Click here to enter text.](#) Description » Objective »

« OtherInformation [Click here to enter text.](#) OtherInformation »

« Objective « Name **IT & Telecommunications** Name »

« Description Continue to use solutions such as Smartbuy, Network Services and Reverse Auctions to provide customers with significant savings for information technology and telecommunications services and equipment. Description »

« Identifier 235890b6-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.1.5** SequenceIndicator »

Name [Click here to enter text.](#) Name Stakeholder [Click here to enter text.](#) Stakeholder

« Description [Click here to enter text.](#) Description » Objective »

« OtherInformation [Click here to enter text.](#) OtherInformation »

« Objective « Name **Real Estate** Name »

« Description Continue to develop and refine real estate market analysis tools and leasing processes to offer our customers leased workspace, when needed, at an excellent value. Description »

« Identifier 2358920a-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.1.6** SequenceIndicator »

Name [Click here to enter text.](#) Name Stakeholder [Click here to enter text.](#) Stakeholder

« Description [Click here to enter text.](#) Description » Objective »

« OtherInformation [Click here to enter text.](#) OtherInformation »

« Objective « Name **Space Utilization** Name »

« Description Improve the federal utilization of space Description »

« Identifier 2358934a-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Objective 1.2** SequenceIndicator »

« Stakeholder « Name **GSA Programs** Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name **GSA Assisted Acquisition Program** Name » Stakeholder »

« Description [Click here to enter text.](#) Description »

« Stakeholder « Name **GSA Building Operations Program** Name » Stakeholder »

« Description [Click here to enter text.](#) Description »

« Stakeholder « Name GSA Construction and Acquisition of Facilities Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Government-wide Policy Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Operating Expense Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Real Property Disposal Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Real Property Relocation Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Rental of Space Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Repairs and Alterations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA is leading efforts to improve asset utilization, reduce agency space requirements, effectively manage real property, and pursue innovative proposals to leverage resources. We are a government-wide leader and expert in real estate solutions. We will assist and educate federal departments and agencies to develop plans that will assist agencies with consolidating their space to reduce their footprint. GSA is encouraging agencies to reduce space to minimize costs. We use a variety of tools, strategies, and portfolio planning options to determine the optimal housing solutions for agencies. We are also targeting our large, more costly new construction, major repairs and alterations, and leasing prospectus projects. By working with customer agencies, GSA will identify opportunities to optimize federal real estate portfolios by reducing space, improving utilization, disposing of underutilized assets, and leveraging market opportunities to reduce the footprint and investment and operating costs. GSA supports meeting the Office of Management and Budget's "Freeze the Footprint" policy -- aimed at maintaining government-wide square footage for offices and warehouses -- by collecting government-wide data and conducting analysis to assess the performance of each agency towards meeting the national goal. Key Performance Goals: * Reduce the federal footprint *

Reduce vacant space in the government-owned and leased inventory « OtherInformation » Objective »

« Objective « Name **Space Saving** Name »

« Description Use of the client portfolio planning process to develop and implement space saving opportunities with demonstrated value for both the client and GSA. Description »

« Identifier _23589494-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.2.1** SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation These plans create value by proposing solutions which align Administration, client agency and GSA goals, and help optimize an agency's existing portfolio while more effectively anticipating, capturing, and advising on future portfolio needs. OtherInformation » Objective »

« Objective « Name **Federal Space** Name »

« Description Where it is advantageous to the federal government, work to house tenants in federally owned space, rather than leasing from the private sector. Description »

« Identifier _23589606-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.2.2** SequenceIndicator »

« Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Vacancies & Utilization** Name »

« Description Minimize the amount of vacant space in the inventory and increase the utilization of existing space. Description »

« Identifier _23589750-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.2.3** SequenceIndicator »

« Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Resource Use & Environmental Impact** Name »

« Description Reduce resource use and environmental impact Description »

« Identifier _235898a4-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Objective 1.3** SequenceIndicator »

« Stakeholder « Name **GSA Programs** Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name **GSA Assisted Acquisition Program** Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Building Operations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Construction and Acquisition of Facilities Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Supplies and Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Government-wide Policy Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Repairs and Alterations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will reduce resource usage by installing and implementing energy and water efficiency improvements in its portfolio; procuring more fuel efficient vehicles; reducing waste generation and diverting waste from landfills; offering more sustainable products and services on its schedules; reducing business travel and making remote meeting technologies more available and accessible; and increasing telework and designing workspaces that increase space utilization. GSA also serves as a test-bed for innovative technologies and management practices that improve environmental performance while reducing costs. This will be accomplished by testing and, where proven effective, deploying Green Proving Ground building technologies and by making innovative products and services available and affordable to customer agencies. Key Performance Goals: * Green the federal supply chain * Reduce total water consumption * Reduce total energy purchased * Reduce use of petroleum-based fuel * Purchase alternative fuel vehicles * Provide useful energy efficiency information and tools to federal agencies OtherInformation » Objective »

« Objective « Name **Technologies & Practices** Name »

« Description Employ new technologies and building management practices that are both cost-effective and environmentally responsible. Description »

« Identifier 23589a20-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.3.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Alternative Fuel vehicles** Name »

« Description Expand the use of alternative fuel vehicles government-wide and ensure that low-cost, high-efficiency vehicle options are available to customer agencies. Description »

« Identifier _23589c78-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.3.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Sustainable Products** Name »

« Description Building on its capability to deliver comprehensive products and services across Government at the best value possible, GSA will continue to expand its offerings of sustainable products. Description »

« Identifier _23589dfe-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.3.3** SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation Assist federal agencies in meeting environmental sustainability purchasing requirements by identifying and increasing the availability of green products and services. OtherInformation » Objective »

« Objective « Name **Research, Strategies, Practices & Tools** Name »

« Description Enhance the usefulness of energy efficiency research, strategies, practices, and tools provided to federal agencies by improving existing and deploying new resources that will enable better measurement of the use and impact of the resources provided; and obtaining user feedback, and disseminating research, strategies, practices and tools. Description »

« Identifier _23589fac-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 1.3.4** SequenceIndicator »

« Name Click here to enter text. Name » Objective »

Description Click here to enter text. Description Stakeholder Click here to enter text. Stakeholder Goal »

« OtherInformation Click here to enter text. OtherInformation »

« Goal « Name **Efficiency** Name »

« Description Improve the efficiency of operations and service delivery Description »

« Identifier _2358a10a-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Goal 2** SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation GSA will build greater efficiency in its operations and service delivery. Operations will be streamlined and improved to ensure that we provide our services efficiently to our customers. GSA will continue to invest in improving our real property assets to meet the short and long term needs of our customers. GSA will improve internal operations by enhancing real property asset quality, and streamlining operations, processes and technology delivery. GSA will assist the federal government in improving the efficiency of fleet operations government-wide by pursuing the consolidation of customer managed fleets into GSA's fleet operations.

OtherInformation »

« Objective « Name **GSA Operations** Name »

« Description Increase the efficiency of GSA operations Description »

« Identifier _2358a286-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Objective 2.1** SequenceIndicator »

« Stakeholder « Name GSA Programs Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name GSA Acquisition Workforce Training Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Assisted Acquisition Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Building Operations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Citizen Services and Innovative Technologies Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Construction and Acquisition of Facilities Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Federal Acquisition Service - Integrators Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Management and Support Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Supplies and Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Government-wide Policy Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Operating Expense Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Real Property Disposal Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Real Property Relocation Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Rental of Space Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Repairs and Alterations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will build greater efficiency in meeting customer needs in the areas of acquisition services and real property leasing, construction, and disposal. We will reduce administrative costs, improve oversight and strengthen internal controls to drive efficiency in our operations. Zero-based budgeting practices will be employed to allocate and reduce travel, information management infrastructure, management support contracts based on agency priorities. Key Performance Goals: * Improve the efficiency of GSA operations * Reduce indirect costs * Achieve full cost recovery in the GSA leasing program * Complete new construction projects on schedule OtherInformation » Objective »

« Objective « Name **Processes, Controls, Analytics & Reporting** Name »

« Description Streamline and standardize processes, maintain cost-beneficial controls and improve financial and performance data analytics and reporting Description »

« Identifier » 2358a416-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator » **SO Strategy 2.1.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description » Click here to enter text. Description » Objective »

« OtherInformation » Click here to enter text. OtherInformation »

« Objective » « Name » **Financial Risks** Name »

« Description » Mitigate financial risks by developing, implementing and overseeing rigorous and consistent internal controls on budgetary and financial processes and transactions Description »

« Identifier » 2358a57e-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator » **SO Strategy 2.1.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description » Click here to enter text. Description » Objective »

« OtherInformation » Click here to enter text. OtherInformation »

« Objective » « Name » **Indirect Costs** Name »

« Description » Reduce indirect costs through realignment Description »

« Identifier » 2358a6f0-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator » **SO Strategy 2.1.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description » Click here to enter text. Description » Objective »

« OtherInformation » Click here to enter text. OtherInformation »

« Objective » « Name » **Delivery** Name »

« Description » Achieve greater efficiency in delivering products and services by implementing category management best practices Description »

« Identifier » 2358a894-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator » **SO Strategy 2.1.4** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description » Click here to enter text. Description » Objective »

« OtherInformation » Click here to enter text. OtherInformation »

« Objective » « Name » **Lease Revenue** Name »

« Description Increase percent of leased revenue available after administering the leasing program by improving billing practices for rent and building services Description »

« Identifier _2358a9fc-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.1.5** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Buildings** Name »

« Description Design, construct and manage buildings that efficiently meet our customers' requirements Description »

« Identifier _2358ae2a-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.1.6** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Space Allocation & Usage** Name »

« Description Change the use of space and reduce the average space allocation by implementing innovative workplace solutions and adoption of a "smart occupancy" approach to GSA occupied space Description »

« Identifier _2358b0a0-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.1.7** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Asset Management** Name »

« Description Enhance asset management Description »

« Identifier _2358b2da-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Objective 2.2** SequenceIndicator »

« Stakeholder « Name GSA Programs Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name GSA Building Operations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Repairs and Alterations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will continue to invest in improving our real property assets and operating systems to meet the needs of its federal customers. We will use asset evaluation tools to determine the financial performance in the real property inventory. By applying leading and innovative building operations management principles, we will provide services in an efficient and effective manner for the American public. GSA will continue to support customers in meeting their fleet needs though the efficient management of our fleet operations. Since we are responsible for approximately one half of the federal fleet, we leverage economies of scale in delivering fleet solutions to customers that include working with customers to find the best solutions to meet their mission critical needs at the lowest cost possible. We are also able to manage changes in demand from customers through use of its vehicles to alleviate the need for additional assets by the federal government to meet short term needs. Key Performance Goals:
* Achieve an appropriate return on equity for government-owned properties * Provide building cleaning and maintenance at competitive costs OtherInformation » Objective »

« Objective « Name **Real Properties** Name »

« Description Maintain a viable, self-sustaining inventory of real properties providing federal agencies with optimum facilities at the best possible cost. Description »

« Identifier _2358b514-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.2.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Guiding Support Services** Name »

« Description Ensure customer agencies are paying competitive, market rates for building support services. Description »

« Identifier _2358b776-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.2.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Fleet Vehicles** Name »

« Description Actively manage the GSA Fleet vehicles across the federal customer base and maximize asset utilization to the greatest extent possible. Description »

« Identifier _2358b9b0-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.2.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Information Systems & Infrastructure** Name »

« Description Leverage the information systems and infrastructure across the federal government to reduce per unit cost of vehicle operations. Description »

« Identifier _2358bb90-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.2.4** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Real Property Disposal** Name »

« Description Work with our customer agencies to further educate them on how to efficiently identify and dispose of unneeded real property assets. Description »

« Identifier _2358bdca-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 2.2.5** SequenceIndicator »

« Name Click here to enter text. Name » Objective »

Description Click here to enter text. Description Stakeholder Click here to enter text. Stakeholder Goal »

« OtherInformation Click here to enter text. OtherInformation »

« Goal « Name **Customer Service** Name »

« Description Deliver excellent customer service Description »

« Identifier _2358bfdc-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Goal 3** SequenceIndicator »

« Name Click here to enter text. Name »

« Stakeholder »

« Description Click here to enter text. Description » Stakeholder »

« OtherInformation GSA will deliver excellent customer service to federal agencies and departments by making it easier for them to meet their real estate, acquisition and technology needs. We will strengthen communications, processes, and offerings, and generate new ideas through collaboration with customers and industry. This goal will be achieved through a commitment to service, teamwork, problem-solving and continual improvement. expertise; and improving access and increasing the American public's use of communication mediums aimed at public engagement. OtherInformation »

« Objective « Name Relationships Name »

« Description Enhance relationships with customers, suppliers and stakeholders Description »

« Identifier 2358c28e-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator Strategic Objective 3.1 SequenceIndicator »

« Stakeholder « Name GSA Customers Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Suppliers Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Stakeholders Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Programs Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name GSA Acquisition Workforce Training Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Assisted Acquisition Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Building Operations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Citizen Services and Innovative Technologies Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Construction and Acquisition of Facilities Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Supplies and Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Government-wide Policy Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Award Environment Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Rental of Space Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Repairs and Alterations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will improve customer knowledge through increased use of business intelligence, furthering strategic partnerships and improved financial stewardship. We will make it easier for federal agencies to acquire what they need to achieve their mission. We will also assess our performance in acquisition, technology, and real property services through annual surveys to attain customer perceptions concerning the quality, reliability, value, timeliness, and responsiveness of GSA in meeting federal agency needs. Customer data will be used to drive continuous improvement. We will continue to improve relationships with current and potential suppliers, and develop tools and processes to make it easier for suppliers to efficiently meet the needs of government customers. We will analyze market and vendor data to negotiate better rates, discounts, improved services and other benefits for federal agencies. We will increase vendor outreach and communications to strengthen trust with suppliers. GSA will enhance federal government interaction with the American public by providing innovative tools and solutions that better enable the American public to access federal information; increasing federal use of existing public engagement tools, technology, and expertise; and improving access and increasing the American public's use of communication mediums aimed at public engagement. OtherInformation » Objective »

« Objective « Name **Partnerships & Teams** Name »

« Description Increase customer loyalty through strategic partnerships with customers and an agency-specific team approach to provide federal customers with access to customized support at all levels, from the agency executive through procurement decision makers. Description »

« Identifier _2358c4fa-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Multi-Layered Geams** Name »

« Description Offer a multi-layered team of people and programs to capture the voice of the customer, identify and improve gaps, deliver customized analytics and recommendations and further improve the value GSA offers for customer agencies. Description »

« Identifier _2358c734-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Account Strategies** Name »

« Description Establish focused account strategies to ensure customers receive coordinated and consistent information, dedicated client representation understanding their strategies and needs, and an improved appreciation for how important their business and satisfaction are to GSA. Description »

« Identifier _2358c91e-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Communication & Training** Name »

« Description Ensure consistency with our building services delivery by improving communication with national managers and staff, and providing training courses. Description »

« Identifier _2358cba8-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.4** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Smart Buildings** Name »

« Description Continue to implement our smart building program so that improvements to our buildings will include consideration for building systems, occupants, the environment, energy sources, operating policy, capital and operating expenses, while meeting customer workforce expectations. Description »

Identifier 2358ce14-6790-11e4-a990-3cdd5e6b05ae Identifier

SequenceIndicator **SO Strategy 3.1.5** SequenceIndicator

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

Description Click here to enter text. Description Objective

OtherInformation Click here to enter text. OtherInformation

Objective Name **Supplier Relationships Survey** Name

Description Continue to administer the Supplier Relationships Survey and act on survey results to improve our processes and make it easier for suppliers to do business with us, while maintaining rigorous business controls and improving purchasing transparency for federal customers. Description

Identifier 2358cfe-6790-11e4-a990-3cdd5e6b05ae Identifier

SequenceIndicator **SO Strategy 3.1.6** SequenceIndicator

Stakeholder Name GSA Suppliers Name Stakeholder

Description Click here to enter text. Description

Stakeholder Name GSA Customers Name Stakeholder

Description Click here to enter text. Description Objective

OtherInformation Click here to enter text. OtherInformation

Objective Name **Data** Name

Description Leverage data to improve programs. Description

Identifier 2358d224-6790-11e4-a990-3cdd5e6b05ae Identifier

SequenceIndicator **SO Strategy 3.1.7** SequenceIndicator

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

Description Click here to enter text. Description Objective

OtherInformation Click here to enter text. OtherInformation

Objective Name **Tools, Resources & Training** Name

Description Create tools and resources (reverse auctions, IT Solutions Navigator, etc) and offer regular training sessions that make it easier for agencies to identify and purchase GSA-contracted information technology solutions which fully meet their needs. Description

Identifier 2358d422-6790-11e4-a990-3cdd5e6b05ae Identifier

SequenceIndicator **SO Strategy 3.1.8** SequenceIndicator

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Meetings** Name »

« Description Meet with senior leadership of government agencies to promote GSA solutions and new awards, and help agencies identify ways to save money. Description »

« Identifier _2358d5e4-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.9** SequenceIndicator »

« Stakeholder « Name Senior Government Leaders Name » Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Data Collection, Analysis & Visualization** Name »

« Description Improve the collection, analysis, and visualization of data to inform decision-making and lead to more effective policy development. Description »

« Identifier _2358d800-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.10** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Government-wide Solutions** Name »

« Description Demonstrate the viability and scalability of new government-wide shared solutions and expand the use of solutions to deliver value, cost avoidance and excellent customer experiences to federal agencies. Description »

« Identifier _2358d9ea-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.1.11** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Small & Disadvantaged Business** Name »

« Description Support small and disadvantaged business Description »

« Identifier _2358db98-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategic Objective 3.2** SequenceIndicator »

« Stakeholder (« Name Small Businesses Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name Disadvantaged Businesses Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name SBA Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Programs Name ») Stakeholder »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder (« Name GSA Acquisition Workforce Training Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Assisted Acquisition Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Building Operations Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Citizen Services and Innovative Technologies Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Construction and Acquisition of Facilities Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Electronic Government Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Federal Acquisition Service - Integrators Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA General Management and Support Services Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA General Supplies and Services Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder (« Name GSA Government-wide Policy Program Name ») Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Award Environment Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Operating Expense Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Rental of Space Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Transportation Audits Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will collaborate with industry on federal acquisition requirements and best practices to promote opportunities for small, disadvantaged, women-owned, historically underutilized business zones, and service-disabled veteran-owned small businesses. GSA will continue to educate the acquisition workforce on the importance of meeting socio-economic goals and assure small business considerations are made throughout the acquisition life-cycle in accordance with the Federal Acquisition Regulation in order to maximize small business opportunity in procurements. Key Performance Goals: * Meet small business prime contracting goals * Meet small business subcontracting goals * Meet small business targets on Multiple Award Schedule OtherInformation » Objective »

« Objective « Name **Acquisition & Procurement** Name »

« Description Increase participation in acquisition planning, internal procurement compliance reviews, and prime contractor subcontractor compliance reviews. Description »

« Identifier _2358dd78-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.2.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Small Business Policies** Name »

« Description Advise on revision of small business policies. Description »

« Identifier _2358df3a-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.2.2** SequenceIndicator »

« Stakeholder « Name Small Businesses Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name SBA Name » Stakeholder »

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Performance Monitoring & Reporting** Name »

« Description Enhance analytic, performance monitoring and reporting capabilities. Description »

« Identifier _2358e0f2-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.2.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Outreach** Name »

« Description Streamline outreach program efficiency and effectiveness. Description »

« Identifier _2358e2e6-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **SO Strategy 3.2.4** SequenceIndicator »

« Name Click here to enter text. Name » Objective »

Description Click here to enter text. Description Stakeholder Click here to enter text. Stakeholder Goal »

« OtherInformation Click here to enter text. OtherInformation »

« Goal « Name **Workforce** Name »

« Description Deliver a mission ready workforce Description »

« Identifier _2358e4a8-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Management Objective M1** SequenceIndicator »

« Stakeholder « Name GSA Workforce Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Programs Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name GSA Acquisition Workforce Training Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Assisted Acquisition Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Building Operations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Citizen Services and Innovative Technologies Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Construction and Acquisition of Facilities Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Electronic Government Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Federal Acquisition Service - Integrators Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Management and Support Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Supplies and Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Government-wide Policy Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Award Environment Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Operating Expense Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Rental of Space Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Transportation Audits Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will deliver a high performing workforce by focusing on mission critical occupations such as acquisition, financial management, real property management and information technology. We will continue to invest in growing employee knowledge, skills, and abilities through improved performance management, training and developmental opportunities. We will become a leaner, more efficient, results oriented workforce by utilizing data analytics and improving human resource service delivery models to help leaders drive their business and deliver results. Key Performance Goals: * Reduce the time to hire * Increase employee engagement OtherInformation »

« Objective « Name **Strategic Alignment** Name »

« Description Enhance strategic alignment Description »

« Identifier _2358e66a-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Products & Services** Name »

« Description Deliver products and services that enable our business partners to focus on their core businesses Description »

« Identifier _2358e8ae-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Hiring & Workforce Management** Name »

« Description Promote effective hiring programs and workforce management practices Description »

« Identifier _2358ebf6-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Redundancy & Streamlining** Name »

« Description Support the Agency's effort to become more effective and efficient by eliminating redundancy and streamlining activities Description »

« Identifier _2358ede0-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Human Resource Operations** Name »

« Description Enhance GSA human resource operations through the establishment of enterprise-wide procedures and implementation of service level agreements and performance commitments Description »

« Identifier _2358f024-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1.4** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Competencies & Abilities** Name »

« Description Partner with GSA Services to define how they can help plan for, identify and build the workforce competencies and abilities necessary for GSA to deliver on its business goals Description »

« Identifier _2358f254-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1.5** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Performance Management** Name »

« Description Create and administer a comprehensive performance management system that is aligned to the GSA mission, goals and priorities with organizational commitments Description »

« Identifier _2358f43e-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.1.6** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Leadership** Name »

« Description Maintain quality leadership Description »

« Identifier _2358f68c-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Employee Engagement** Name »

« Description Improve employee engagement scores by creating a culture that motivates and engages employees Description »

« Identifier _2358f8bc-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.2.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Employee Development Plans** Name »

« Description Enhance workforce development by focusing on the value of key tools such executive development plans and individual development plans Description »

« Identifier _2358faa6-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.2.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Human Capital Knowledge** Name »

« Description Further develop human capital knowledge Description »

« Identifier _2358fcf4-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Capabilities Inventory** Name »

« Description Conduct workforce planning by inventorying current capabilities of GSA workforce (focus on mission critical occupations) Description »

« Identifier _2358ff24-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.3.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Metrics & Targets** Name »

« Description Identifying "best in class" metrics and targets Description »

« Identifier _23590118-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.3.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Gaps** Name »

« Description Closing gaps between current and desired workforce capabilities Description »

« Identifier _23590370-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M.1.3.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **IT, Data Quality & Reporting** Name »

« Description Streamline information technology and improve data quality and reporting Description »

« Identifier _23590596-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Management Objective M2** SequenceIndicator »

« Stakeholder « Name GSA Programs Name »

« Description Contributing Programs: Description » Stakeholder »

« Stakeholder « Name GSA Assisted Acquisition Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Building Operations Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Citizen Services and Innovative Technologies Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Construction and Acquisition of Facilities Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Federal Acquisition Service - Integrators Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Management and Support Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA General Supplies and Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Government-wide Policy Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Integrated Technology Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Rental of Space Program Name » Stakeholder »

« Description Click here to enter text. Description »

« Stakeholder « Name GSA Travel, Motor Vehicle and Card Services Program Name » Stakeholder »

« Description Click here to enter text. Description »

« OtherInformation GSA will deliver quality information technology (IT) to efficiently support our internal operations and to provide high-valued products and services to our external business partners. To meet that challenge by FY 2018, we will change the way we deliver technology to our agency by integrating GSA IT services into a unified IT organization supported by a superior workforce. We will shift our culture from a decentralized business model to one with an enterprise-wide focus that makes transparent, data-driven decisions enabling innovative and collaborative solutions. GSA will be a trusted advisor and partner, leveraging IT to deliver best value and innovative solutions for high quality outcomes. Our core values and guiding principles drive our decision making and our operational models. We will work as a team to deliver on commitments to our stakeholders as we support the GSA mission. In our execution of IT services,

we incorporate our business knowledge and technology expertise to choose the best solution available. Consolidating enterprise IT services will leverage our resources, while efficiently providing capabilities needed across the GSA enterprise. We will focus on designing and delivering "simpler" IT which means improved access to IT, making IT easier to understand and use, and providing effective IT tools for GSA stakeholders. GSA understands not only how fiscal constraints affect both our internal and external customers, but also how technology can be leveraged to best support mission needs. Through our governance processes, we will make structured, evidence-based investment decisions. While we continue to remain invested in technology innovation, we will balance innovation with the use of mature, standard processes and technologies that effectively meet user needs and create value. We are leveraging the technology surge of the social era to innovate the way we work together; we are standardizing on an agency-wide social networking platform and using other technologies that allow our employees to connect virtually from anywhere. Smart application of technologies saves money and allows for collaboration to generate good ideas. Key Performance Goals: * Successfully implement enterprise information technology services

« Objective « Name **Data Quality & Reporting** Name »

« Description Improve the quality of our data and reporting by creating a list of categories to enable the search, discovery and reuse of enterprise data. Description »

« Identifier _23590794-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M1.1** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Data Management, Reporting & Analytics** Name »

« Description Develop data management services to improve the quality of GSA IT data, reporting and business analytics. Description »

« Identifier _23590cc6-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M1.2** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

« Description Click here to enter text. Description » Objective »

« OtherInformation Click here to enter text. OtherInformation »

« Objective « Name **Business Systems** Name »

« Description Improve business systems by consolidating applications and improving strategic customer engagement. Description »

« Identifier _23590f96-6790-11e4-a990-3cdd5e6b05ae Identifier »

« SequenceIndicator **Strategy M1.3** SequenceIndicator »

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

Description Click here to enter text. Description Objective

OtherInformation Click here to enter text. OtherInformation

Objective Name **Mobile Access** Name

Description Modernize the GSA IT environment by providing key application access from mobile devices. Description

Identifier _235912e8-6790-11e4-a990-3cdd5e6b05ae Identifier

SequenceIndicator **Strategy M1.4** SequenceIndicator

Name Click here to enter text. Name Stakeholder Click here to enter text. Stakeholder

Description Click here to enter text. Description Objective

OtherInformation Click here to enter text. OtherInformation

Objective Name **IT Consolidation** Name

Description Consolidate the GSA IT portfolio to better manage our investment in information technology. Description

Identifier _235915f4-6790-11e4-a990-3cdd5e6b05ae Identifier

SequenceIndicator **Strategy M1.5** SequenceIndicator

Name Click here to enter text. Name Objective Goal

Description Click here to enter text. Description Stakeholder Click here to enter text. Stakeholder StrategicPlanCore

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StrategicPlan